

Comment on FCC proceeding WC 07-52

This comment is made as a both a Comcast customer and as a person employed by a company that provides data to end users. I feel both aspects of my relationship to Comcast are affected by the current environment, and by the proceedings.

First, as a Comcast customer, I have certain expectations of service. I have been a Comcast customer for personal use since the service was first identified as available in my neighborhood. I do not use any business class services. I do use the internet fairly frequently, primarily for research. I do have a MSDN (Microsoft Developer Network) subscription, and the only way I access media from this resource is by Internet download. These are often CD or DVD images, using Microsoft's 'Download Manager' to transfer the media.

The company where I am employed, Jeppesen (www.jeppesen.com) also used internet distribution for media; most of the products provided have an additional charge to the customers if the customer requests physical media. In both instances above, where I am both a consumer and a provider, the expectation of the commercial transaction is that electronic delivery is a more convenient and cost-effective method of delivery . It has become the expectation of commerce.

Over the last year, I have purchased one software package directly in a box set. I have purchased a number of other packages by downloading directly from the internet.

I subscribe to a news service that provides me an update on various news options (Schwab, CNN, American Medical News, Bloomberg, Business Week, etc.) that download directly to my handheld device.

I frequently use the internet for research, most frequently for medical research. When I am trying to find the standards for best practice, I often need to download quantities of material (most often documents, but sometimes it is a database from CDC or the Census Bureau), and then locally refine what I need from that information.

I do not participate in any music sharing sites, possibly because of my industry. I also do not download or install 'bootleg' software.

However, I do use BitTorrent with some frequency. As an engineer, I recognize the logical wisdom of allowing a 'shortest path' opportunity for file transfer can reduce overall network traffic. More processes like this need to be developed as part of the overall design of the next generation of the network. If the Internet is seen as a wad of point to point connections, it defeats the overall concept of the network model. Therefore, the means used for transferring the information from one point to another requires as much

careful consideration as the manner in which each party connects to the network,

Based on this, it is crucial that there be strict regulation on any ISP on how much they can degrade traffic on their network, if they are also using the rest of the network for their own traffic. If they decide to create a private network, and other users are not affected, they should be able to do as they wish. If they are part of the complex network referred to as the Internet, then they have an obligation to provide a consistent level of service to all customers, peers, and customers of peers. This level of service cannot be selective about what signatures the traffic may contain. If any company can selective restrict or interfere with traffic on their part of the Internet, then there are specific limitations to how commerce of the future can occur.

Comcast may have some concerns about the massive bandwidth that will be required for the future, and possibly with good reason. Control of the throughput is not the best answer, as it creates artificial limits. In the future, if other issues are addressed in the same manner, it will probably no be very long before the issue becomes moot, and the internet becomes irrelevant. How many of such solutions will cause the Internet of today to become what MODEM connections were 15 years ago; still in use, but eclipsed by better technology.

The stronger solution would be to incorporate the better technology into the current resource. The Internet has overcome significant limitations in the past, simply because of need. To paraphrase a quote (I do not remember the original source), inspiration occurs when you have a problem, and not quite enough resources. That is the circumstance we currently face. There is a real issue for Comcast, but there is also a real issue for the rest of us. We must not allow an artificial constraint to limit what we can do; rather we must come up with some solution that allows any possible delivery method for commerce.

Comcast does have other options. They simply chose the one that was most expedient for their needs, and not for the community at large.